

CITY OF MILPITAS

Effective: April 1998  
EEOC: Professional  
FLSA: Exempt  
Unit: Exempt  
Physical: 1

CUSTOMER SERVICE MANAGER

DEFINITION

Manages the customer service function including technical support, client training, and development and monitoring of service level agreements to increase staff efficiency in their use of technology.

DISTINGUISHING CHARACTERISTICS

The Customer Service Manager is a single position management classification within the Information Services Division of the City Manager's Office with specific program administration responsibilities. It is distinguished from the Chief Information Officer in that the latter has overall responsibility for all operations, functions and sections of the Information Services Division.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Information Officer; exercises direct and indirect supervision over assigned staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Manages and maintains the City's Help Desk providing assistance and coordination of services provided by Information Services staff.

Develops and monitors standards, service level agreements and support procedures.

Maintains expertise in City standard hardware and software products.

Ensures that resolution of client assistance and service requests are achieved within previously approved performance measures and client direct service level agreements.

Coordinates and provides training to City staff to increase their productivity.

## CITY OF MILPITAS

### Customer Service Manager (Continued)

#### EXAMPLES OF DUTIES

Receiving calls from clients reporting hardware and software failures and problems, and provides guidance for quick resolutions.

Establishes and maintains records of hardware and software failures and problems, and service requests to track problem and service trends and provide input for problem prevention.

Recommends, designs and delivers automation training.

Serves as a liaison with clients for all issues pertaining automation questions, needs, development projects, problems and issues.

Performs other related duties as assigned.

#### QUALIFICATIONS

##### Knowledge of:

Industry standard automation and telecommunication support and training programs, service levels and approaches.

City standard office automation software, desktop hardware and telecommunications systems.

City-wide technology standards, policies and procedures.

Skills assessment, and training design and delivery.

##### Ability to:

Follow established procedures in a client focused, full service organization.

Analyze complex computer-related problems, evaluate alternatives and make reasoned, well-structured recommendations for resolution.

Communicate effectively both orally and in writing.

Use the Internet, remote communications, and other advanced tools to increase productivity and perform job functions.

## CITY OF MILPITAS

### Customer Services Manager (Continued)

#### Ability to:

Establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and clients.

Plan, organize, supervise, review and evaluate the work of staff in a manner that is conducive to independent judgment, and high performance and personal accountability.

Coach and develop customer oriented, technical support staff.

#### EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills is:

##### Education:

Equivalent to graduation from an accredited college or university with a Bachelor's degree in Computer Science, Information Systems, or a closely related field.

##### Experience:

Three years of increasingly responsible experience managing technical support and training including at least two years of supervision experience. Experience working in a public agency environment is highly desirable.

##### License

Incumbents must be able to travel to various locations within and outside of the City of Milpitas to fulfill job responsibility. When driving on City business, maintenance of a valid California driver's license is required.

Approved by:

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City Manager